

Tuesday, Oct. 2, 2001

KSC celebrates Customer Service Week



Combined Federal Campaign officially launched at KSC

▲ **October 1 – 5, 2001, is National Customer Service Week:** This is an opportunity to recognize the importance of customer service in the United States and to honor the people who deliver such significant and highly valued service to our Nation's customers. NASA's goals for celebrating Customer Service Week are:

- ◆ Raise Agency-wide awareness of the important role customer satisfaction plays in our success;
- ◆ Let our customers know that we are committed to meeting their needs and achieving a high level of satisfaction;
- ◆ Recognize and show appreciation to employees for the important customer work they do all year long; and,
- ◆ Build reliance and teamwork among our employees with respect to our NASA customer initiatives.

On Tuesday, Oct. 2, from 9 – 10 a.m., KSC will celebrate Customer Service Week with a special speaker, Larry J. Sutton, North American sales manager, Semiconductor Materials Division, Corning, Inc. An internationally recognized industry leader and recipient of the 1995 Malcolm Baldrige Quality Award, Corning is a major industry partner with NASA and KSC, providing windows for the International Space Station and windshields for the Space Shuttle. Center Director Roy Bridges encourages all NASA and contractor employees to take advantage of this opportunity to hear Mr. Sutton by attending his presentation

▲ This year's CFC is now officially under way!

The Combined Federal Campaign allows NASA employees to reach out and support less fortunate people in the local community, our Nation and around the world. Employees can make their on-line contribution at the CFC Web site: <http://cfc.ksc.nasa.gov>, which lists all eligible charities, including national/international and local – many of which are involved in disaster relief operations. After making their selections, employees should print out a copy of the receipt, sign it, make a copy for their records, and give the original to their Unit Coordinator or Key Solicitor right away. Contributors will receive a drawing ticket to complete for entry into the weekly drawing, with such prizes as a \$25 gift certificate to the NASA Exchange and four Maximum Access tickets to the KSC Visitor Center. The earlier employees contribute, the more opportunities they have to win prizes. Thank you for showing "United We Care!"

◆ **Pollution Prevention Awareness - Alternative Fuel Vehicles:** Currently, there are 138 government alternative fuel vehicles (AFVs) that can run either on compressed natural gas or regular unleaded gasoline. Please help reduce KSC energy costs and preserve the environment by filling up those AFVs with cleaner burning natural gas at **M6-689 Fueling Station** (near the Motor Pool). The average cost of natural gas is \$0.87/gge, while the average cost for gasoline is \$1.09/gal.

◆ **Did You Know ?** The O&C and OSB Fitness Centers will be closed on Monday, Oct. 8, for the Columbus Day holiday. They will reopen on Oct. 9 at 5:30 a.m.★



KSC Countdown is published every Tuesday & Thursday.

Deadlines: 10 a.m. the day before. Send information, comments or questions to:

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Internet -- <http://www-pao.ksc.nasa.gov/kscpao/ksccount/2001/2001.htm>